



**BlueCross BlueShield  
of Texas**

## What's New for UT SELECT Members



### Health Care Advocates Are Ready to Help Members Through the Health Care Process

Health Advocacy Solutions (HAS) gives a one-stop member experience where callers can call or chat with a health advocate directly. This new concierge-level of service offers members help with:

- Health care matters
- Understanding health benefits
- Talking to a Blue Cross and Blue Shield of Texas (BCBSTX) clinician about health questions
- Sorting out a new diagnosis and what to do next

It's easy to reach a health advocate. Call **866-882-2034** or download the BCBSTX App to chat live.

Health advocates do not give medical advice or replace the care of a doctor, and you should talk to your doctor about any medical questions or concerns

### Virtual Visits Powered by MDLIVE®

Virtual visits, powered by MDLIVE®, offers members an opportunity to reach doctors using a phone, mobile App or online video for non-emergency medical and behavioral health issues. Starting September 1, 2019, access is available 24 hours a day, seven days a week from anywhere. Members can speak to a doctor or schedule an appointment at a time that works best.

With virtual visits, members get:

- 24/7 access to independently contracted, board-certified doctors
- Access by online video, mobile app or phone
- E-prescriptions sent to a local pharmacy, when appropriate

Virtual visits doctors can treat a variety of health issues, such as:

- Allergies
- Ear problems (age 12+)
- Pink eye
- Asthma
- Fever (age 3+)
- Rash
- Colds and flu
- Nausea
- Sinus infections



Members can also speak with a licensed counselor, therapist or psychiatrist for support with virtual visits, available by appointment, electing to choose who they want to work with for issues such as anxiety, depression, trauma and loss or

relationship problems. Register at [mdlive.com/bcbstx](http://mdlive.com/bcbstx) or call **888-676-4204**

In the event of an emergency, this service should not take the place of an emergency room or urgent care facility. Proper diagnosis should come from your doctor and medical advice is between you and your doctor.

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### Livongo® — A High Tech Approach to Managing Diabetes

The Livongo for Diabetes Program is a new health benefit available after September 1, 2019, for members and their covered dependents with diabetes. The program is offered through the BCBSTX health plan. The program helps make living with diabetes easier and is available at no extra cost. Through Livongo, participants get free strips and lancets, an easy-to-use, connected blood glucose meter, coaching anytime, anywhere by phone, text and mobile app and more. To register, visit [join.livongo.com/UTS](http://join.livongo.com/UTS) registration code: UTS or call **800-945-4355**

Livongo is an independent company that provides chronic condition management solutions for Blue Cross and Blue Shield of Texas. Livongo is solely responsible for the products and services that it provides.



## Choose Healthy Habits that Stick through Omada®

Omada is a breakthrough digital program that surrounds group members with the tools and support needed to help build healthy habits that stick. If a member or covered family are at risk for Type 2 diabetes or heart disease, they may be able to join. With Omada, participants get an interactive program that adapts to them, an Omada health coach to keep them on track, a wireless smart scale to monitor progress, access to a small online peer group for real-time support and more. Omada’s approach combines proven science with rich data to help you make the changes that matter most – whether it’s eating, activity, sleep or stress. Visit [omadahealth.com/UTS](http://omadahealth.com/UTS) to determine eligibility.

Omada is an independent company that provides chronic disease prevention solutions for Blue Cross and Blue Shield of Texas. Omada is solely responsible for the products and services that it provides.

## Overcome Chronic Back, Hip and Knee Pain with Hinge Health

Hinge Health is a 12-week, coached digital musculoskeletal program delivered remotely. The program offers exercise therapy including wearable motion sensors and a free tablet computer providing real-

time movement feedback, cognitive behavioral therapy with unlimited one-on-one coaching and personalized and interactive education curriculum. There is no out-of-pocket cost to members. Members will go through a clinical screening to determine eligibility for the program. Visit [Hingehealth.com/uts](http://Hingehealth.com/uts) to determine eligibility.

Hinge Health is an independent company that provides musculoskeletal care solutions for Blue Cross and Blue Shield of Texas. Hinge Health is solely responsible for the products and services that it provides.

## 90-Day Retail Maintenance Program

UT SELECT members will pay less when they fill a 90-day supply of their maintenance medications at a participating pharmacy than they would pay for three 30-day supplies at a non-participating retail pharmacy. Participating pharmacies include Express Scripts Home Delivery, Walgreens and the University of Texas pharmacies. Members can also fill a 90-day supply now by using home delivery. Members should call **800-818-0015** to learn more about the program and to see if their pharmacy participates in the network.

## Filling Specialty Drugs at Accredo and the University of Texas Pharmacies

Effective September 1, 2019, Accredo®, an Express Scripts® specialty pharmacy, and the University of Texas pharmacies are now the preferred providers for all specialty medications. A specialty medication is used to treat chronic, complex conditions like multiple sclerosis, hepatitis C and cancer.

By filling specialty prescriptions through Accredo and The University of Texas specialty pharmacies, specialty patients will only pay the UT SELECT copayments, get a variety of specialty pharmacy services and not be subject to covering the entire cost of medications if another pharmacy is used.

## New Clinical Programs Effective September 1, 2019

Effective September 1, 2019, additional clinical programs will be added to the UT SELECT plans. Affected members receive letters outlining which drugs are impacted and are provided additional instructions. There are exceptions to every rule, which is why there is a clinical review process in place for Express Scripts’ clinical rules. On or after September 1, 2019, a patient should have his or her doctor submit a clinical review request or appeal if they believe they should get the drug prescribed.

Express Scripts is an independent company that contracts directly with UT SELECT to administer the prescription drug program for UT SELECT.



To find out more about Virtual Visits powered by MDLIVE, Livongo, Omada or Hinge Health, members can contact a health advocate at **866-882-2034**.

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